



SENIOR & LONG TERM CARE DIVISION COMMUNITY SERVICES BUREAU

COMMUNITY SERVICES BUREAU Policy Manual

**Section: CFC/PAS PERSON CENTERED
PLANNING**

**Subject: Case Manager Plan Facilitator
Role When Member Changes
CFC/PAS Provider Agency**

PURPOSE:

When a member on Community First Choice/Personal Assistance Services (CFC/PAS) has a Case Manager for their Plan Facilitator and elects to change CFC/PAS provider agencies the Plan Facilitator is responsible for sharing the member's Person Centered Plan (PCP) Form (SLTC-200) with the new CFC/PAS provider to ensure continuity of planning and service delivery.

PROCEDURE:

The following process should be followed by a Case Manager Plan Facilitator when a member switches CFC/PAS provider agencies.

1. Member makes a decision to change provider agencies or an agency is no longer able to serve the member.
2. Member contacts new CFC/PAS provider agency to request services.
3. New CFC/PAS provider agency completes a Referral Form (SLTC-154) to Mountain Pacific Quality Health (MPQH).
4. MPQH processes the referral, changes the name of the provider agency, and issues the updated Service Profile (SLTC-155) with the name of the new CFC/PAS provider agency to the provider and Plan Facilitator.
5. New CFC/PAS provider agency contacts the Case Manager Plan Facilitator, notifies them of the change in agency, requests a copy of the current PCP Form, and

		CSB-1115
COMMUNITY SERVICES BUREAU Policy Manual	Section:	CFC/PAS PERSON CENTERED PLANNING
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determines the month of the case manager's annual coordinated person centered planning meeting.

6. New CFC/PAS provider agency must complete an intake visit with the member and complete a new Service Plan (SLTC-170/175). The CFC/PAS Service Plan must be signed by the member, provider, and Plan Facilitator. The Case Manager/Plan Facilitator is not required to be present at the provider agency's intake visit.
 - a. If the Plan Facilitator is not present at the agency's intake visit, the provider agency must obtain the Plan Facilitator's signature and distribute copies of the the CFC/PAS Service Plan within 30 days.
 - b. If the Plan Facilitator is present at the agency's intake visit, the Plan Facilitator may sign the Service Plan during the visit.